



We would like to welcome you Sovereign Park, Ballarat.

You can be assured that our staff will endeavour to make your stay a comfortable one.

Please find below and in the following pages, information regarding our services & facilities.

General Information

Sovereign Park Reception: 5331 3955

Red Lion Restaurant: 5331 3393

RECEPTION HOURS

Monday – Friday

7:30am to 8:30pm

Saturday

8:00am to 9:00pm

Sunday

8:00am to 6:00pm

If you require assistance after hours please call 53313955 or contact the Red Lion duty manager.

BREAKFAST

Enjoy the comfort and convenience of our café for breakfast. Available from 7:30am Monday to Friday and from 8am Weekends & Public Holidays.

ROOM SERVICE DINING

Room service is available until 10pm each day and can be ordered via the QR code in your room.

When ordering there is an option to have your order delivered now or at a later time. To order breakfast for the following day select the order for later option and select the time you would like it delivered.

A small room service charge applies for all deliveries. A hard copy of the menu can be found at reception.

BREAKFAST PACKS

Packs containing cereal, milk, juice and packaged fruit salad can be purchased from reception.

LEO'S RESTAURANT

Renowned for its style, service and atmosphere Leo's restaurant offers our guests the same menu as the café, with full table service. Leo's restaurant is available 7 days a week for lunch and dinner.

Bookings are essential and can be made either ben made over the phone or via www.theredlion.com.au

BAR & GAMING ROOM HOURS

Please refer to <https://www.theredlion.com.au/simba-sportsbar> for updates.

COMPLIMENTARY WIRELESS INTERNET

Wireless internet access is available throughout the complex.

Network: Sov Park Guests

Password: sovguests

A computer is available for your convenience in the Business Centre behind reception.

Our Email is: reservations@sovpark.com

Web: www.sovpark.com

CONFERENCE & GROUP BOOKINGS

Special meal arrangements are usually made for conference and group bookings. Please contact reception for details in respect to your particular group.

HOUSEKEEPING

Rooms are serviced daily between 10am & 1pm. Outside of these hours please contact reception should you require more towels or toiletries and for any maintenance issues. We do not service motel rooms on Christmas Day and provide a basic service on all other public holidays

INDOOR POOL, GYMNASIUM & RECREATION CENTRE

Open during Reception hours. Children must be under direct parental supervision at all times. Pool towels are available from reception and can be refreshed between swims using our free guest laundry facilities. Additional pool towels are available from reception for a small fee.

INDOOR TENNIS

The indoor tennis court is designed for half court tennis. The special half court tennis racquets and balls are available from reception.

GUEST LAUNDRIES

Three guest laundries are available during reception hours and are located beside Rooms 27, 44 and the York Conference room.

Washing powder, machines and driers are free for our guests to use. The washing powder can be found under the sink.

NEWSPAPERS

Can be ordered at cost price from reception, for delivery the next morning.

DEPARTURE

Checkout is prior to 11:00 am for all months excluding October. Check out in October is 10:30 am

FOOD AND BEVERAGE VENDING MACHINE

Located at the entrance to the Recreation Centre.

AIR CONDITIONER / HEATER

The controller for the split system air conditioner is located in a cradle on the wall below or adjacent to the appliance.

Please contact reception if you require assistance.

ELECTRICAL APPLIANCES

These are checked every day by housekeeping but we have little way of knowing when one will fail. In the event of a failure please contact reception and we will bring a replacement immediately.

PARKING

Parking is unallocated for units 12-49 with one car space per room. Parking for units 1-11 is as per marked spaces. If you require more than one car space please contact reception.

UNIT TYPES AVAILABLE

4 Star Executive Spa Units, 4 Star Deluxe Units, Standard Units, Two-Roomed Units, Interconnecting Units, Self Contained Apartment, Self Contained Residences.

CONFERENCE ROOMS

We have 3 purpose built conference rooms catering from 1 - 100 people. Please see our reception team if you would like more information about holding a conference with us.

HISENSE SMART TVS - ACCESSING NETFLIX AND YOUTUBE

If you wish to access Netflix you will need to already have an account and know your login details. If you require any further assistance please don't hesitate to contact Reception.

MOTEL ROOMS, SELF-CONTAINED AND LONG TERM ACCOMMODATION

In addition to – Standard, Deluxe, Executive & Family Motel Rooms, Two Bedroom and Interconnecting Rooms. We have a number of Self-Contained Apartments and Residences on this site.

Long term tariffs for our self-contained apartments and residences can be negotiated and we will endeavour to match your needs and budget with your desired accommodation requirements.

Our recreation and leisure facilities are freely available to all guests whether on site or in one of our residences and charge back for the bar, restaurant and café is also available.

THE APARTMENT: Is a contemporary three bedroom, fully self-contained apartment located in the heart of the motel complex. Bedding configuration is one queen bed, and two single beds in the remaining two bedrooms. Facilities include a fully equipped kitchen/living room, laundry and outdoor balcony.

RESIDENCE ON MAIN: Is a contemporary three bedroom residence, three doors from Sovereign Park Motor Inn and only a short stroll from Sovereign Hill and the city. Facilities include fully equipped kitchen and laundry, separate lounge room, and outdoor area.

YORK HOUSE: Is an art deco styled three bedroom house located next to the Motel. Facilities include fully equipped kitchen and laundry, separate lounge room, outdoor area and lock up garage.

EUREKA HOUSE: Is a renovated contemporary three bedroom across the road from Sovereign Park Motor Inn. The house has a fully equipped kitchen and a large lounge room. The three bedrooms comprise of 2 queen sized beds and 2 single beds. Free wireless internet.

Maximum occupancy of 6, 2 night minimum stay and strict no party policy applies to all self-contained units

EMERGENCY PROCEDURES

In the event of an emergency you will be contacted by phone or by knocking on your door.

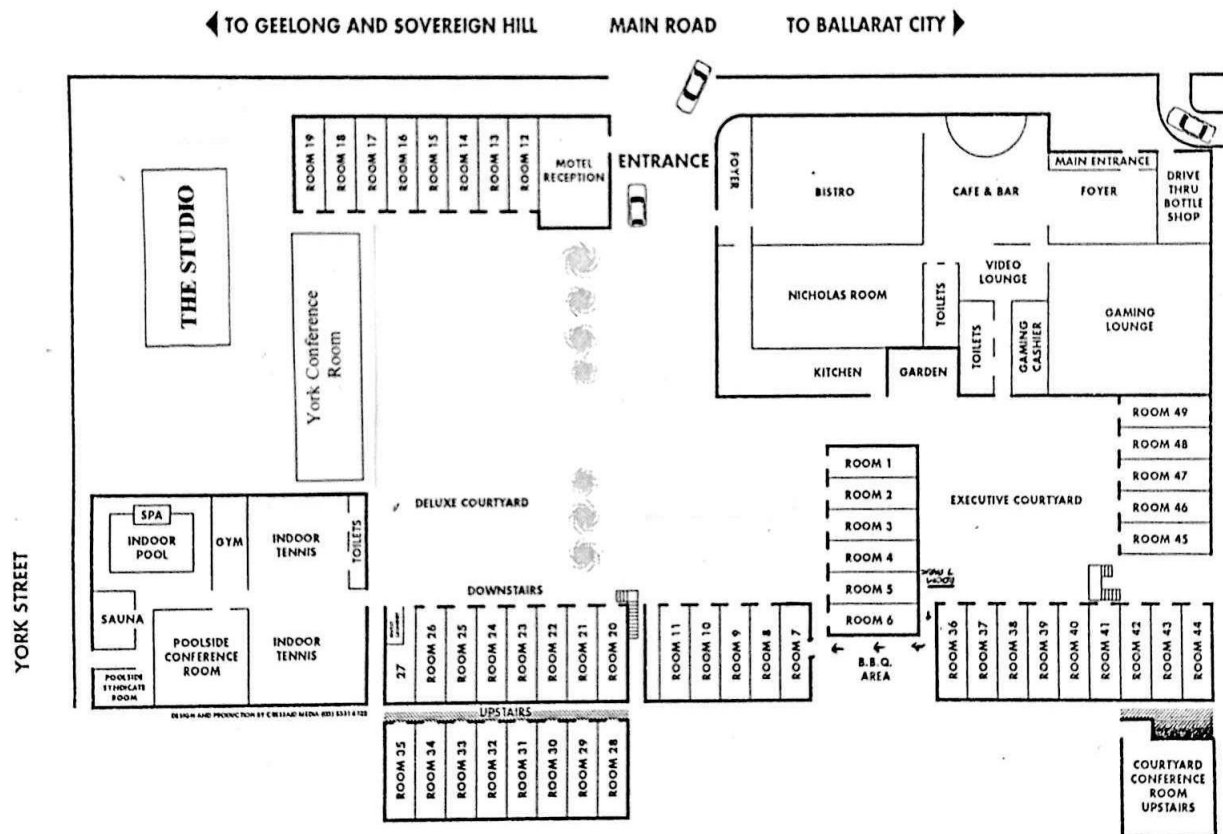
In the event of a guest detecting fire or another emergency, please call **Reception** on **250**, who will then alert emergency services. If reception is not able to be contacted please call directly yourself by dialling **000**, then ask operator for **Fire, Police or Ambulance**

If it becomes necessary to evacuate please do so to the area behind reception. Please study the map below so you are clear where the emergency assembly area is situated.

In the event of an emergency please remain in the assembly area until everyone is accounted for.

In the EVENT OF FIRE the C.F.A have advised the following FIRE ORDERS:

- 1.) Assist any person in immediate danger only if safe to do so.
- 2.) Close the door.
- 3.) Call reception on **250** or the fire brigade on **000**.
- 4.) Attack the fire if safe to do so.
- 5.) Evacuate to assembly area - car park at rear of reception
- 6.) Remain at assembly area and ensure everybody is accounted for.



TERMS AND CONDITIONS OF PROVIDING ACCOMMODATION

Sovereign Park Motor Inn regulates a strict "NO PARTY POLICY".

Management has a no tolerance approach and immediate eviction for non-compliance will result.

Please Note: Guests being accommodated must be registered guests of that room.

To protect the "INTEGRITY OF OUR NON-SMOKING ROOMS" Sovereign Park Motor Inn will charge \$200 to the credit card of the registered guest when smoke odour is detected in a non-smoking room. This charge is to cover the cost of laundering all soft furnishings and carpet.

To ensure the comfort of all guests Sovereign Park Motor Inn has an arbitrary "NO GROUPS POLICY" unless by prior arrangement with management. Similarly our family and self-contained units are designed for families only and non-family groups will only be accommodated by prior arrangement with management.

Sovereign Park Motor Inn has a "USER PAYS FOR DAMAGE POLICY". Non accidental or negligent damage caused by guests such as scratches, permanent marks, dents or stains to plaster, soft furnishings or carpet will be charged to the credit card of the registered guest for that room to the value of the repair.

NOTICE - LOSS OF OR DAMAGE TO GUESTS' PROPERTY

Under the *Carriers and Innkeepers Act 1958*, an innkeeper may in certain circumstances be liable to make good any loss or damage to a guest's property even though it was not due to any fault of the innkeeper or any servant in his employ.

This liability however –

- a) Extends only to the property of the guests who have engaged a room for sleeping.
- b) Is limited to \$100.00 to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody in which case it is limited to \$2000.00.
- c) Does not cover motor vehicles or other vehicles of any kind or any property left in them, or horses or other live animals.

OUR BEST PRICE GUARANTEE

IF YOU BOOKED DIRECTLY WITH US, EITHER BY PHONE OR ON OUR WEBSITE, THANK YOU!

- We can guarantee that you will receive the best available rate on offer at the time you booked.
- You would have received the benefit of a lower nightly rate for a longer stay in all room types.
- You would have had the opportunity to book any of our available rooms, apartments and houses at the time you made the reservation, as all available options are displayed on www.sovpark.com or explained on the phone.
- You were NOT charged a Booking fee.
- You had the opportunity to modify your reservation without penalty subject to availability.
- You were much more likely to be upgraded.

If you booked using an Online Travel Agent (OTA) such as Booking.com or Expedia, you probably did NOT receive these benefits. These websites make their income by charging high commissions up to 16.5% and charging their customers booking and credit card fees.

Although many OTA's suggest they offer a lower room rate, they don't.

The best way to ensure you receive the best room rate, the best selection of accommodation options and the most flexibility is to always check the rate and availability directly with the accommodation property before booking with an OTA.

